

## WHAT IS STEPSAVER?



Stepsaver is an origin to destination shared-ride transportation service offered by the Manchester Transit Authority as required under the

Americans with Disabilities Act (ADA) of 1990. This program provides assistance to individuals with disabilities who are unable to use the regular fixed route bus service.



StepSaver covers all of Manchester, as well as parts of Goffstown, Bedford, and Hooksett, three quarters of a mile along the fixed route bus system.

An application process is required.

StepSaver applications not processed within 21-days of receipt will result in presumptive eligibility. Service will be granted until an eligibility determination is made.

## STEPSAVER FARE

One-way fare.....\$4.00

Round trip .....\$8.00

Exact change is not necessary but the fare box will issue credit, not make cash change. Fare cards may be purchased on the bus or at MTA.

## BUS ACCESSIBILITY



All MTA buses are wheelchair-accessible and are equipped with a kneeler. Almost all buses are low-floor as well, which means there are no stairs to climb. Bus drivers will announce all major stops (those on the bus schedule) and are always able to assist passengers at selecting the best stop when requested.

## ACCESSIBLE FORMATS

MTA has schedules and other instructions in accessible formats such as large print, brail, alternative language, etc.



## VISITORS

Visitors who are eligible for paratransit welcome to use our service while visiting for up to twenty-one (21) days within 365 days.



Effective October 12, 2017

# StepSaver

## Passenger Information and Policies



manchester transit



[www.mtabus.org](http://www.mtabus.org)

**Manchester Transit Authority**  
110 Elm St, Manchester NH 03101

For reservations and further questions,  
please call 603-623 8801 option #2  
Email: [info@mtabus.org](mailto:info@mtabus.org)  
On Facebook and Twitter!

## HOW TO RIDE

Reservations for StepSaver may be made anytime the MTA is open; however, we do not accept same day reservations or changes.

Transportation is provided:

- Mon - Fri from 5:25 AM to 6:30 PM
- Sat from 9:30 AM to 6:00 PM.

There is no service on Sundays or on the following holidays:

New Year's Day	Veterans Day
Labor Day	Memorial Day
MLK Day	Thanksgiving Day
Columbus Day	Independence Day
President's Day	Christmas Day

Please Note: On Sunday's and holidays a voicemail can be left requesting a ride.

## LOST AND FOUND

Please call the MTA at 603-623-8801 option #1 between 5:30am and 7:00pm during the week and 9:30am to 6pm on Saturday. In order to book the ride, we need to have the address of where you are getting picked up (origin), and the address of where you are going (destination). We will also need to know the times you wish to travel.

You will be given a thirty minute window in which the bus will come. Please be in a place where you know the bus has arrived. If the bus has not arrived by the end of the pick up window, please call us as soon as possible.

Be aware that we need to schedule your drop off and pick up at least an hour apart.

## FREQUENTLY ASKED QUESTIONS

### Will there be other passengers on-board?

*The MTA StepSaver service is a shared ride service. You may be alone sometimes, but at other times you can expect to be sharing the ride with other passengers.*

### Can extra stops me made upon request?

*No. MTA drivers are not permitted to deviate from the assigned route.*

### Can I bring my service animal?

*Any animal that is individually trained to do work or perform a task to benefit you is welcome aboard our buses. The service animal must be under your control at all times.*

### Can I bring my pet?

*When booking a ride please inform us that your pet will be traveling with you. The animal must be fully contained in a pet carrier and under control at all times.*

### What if I am just visiting?

*Visitor's to MTA may use StepSaver for up to 21-days per year by providing documentation that they have a disability preventing them from using the MTA fixed route system within 365 days.*

## TRAVELING WITH A COMPANION

You may travel with up to three companions and they will pay the same fare as you. PCAs (personal care attendants) ride for free.

## NO-SHOWS

A "no show" is when a passenger does not show up for a scheduled trip, and a driver arrives within the pick up window and waits five minutes.

## LATE CANCELLATIONS

In an attempt to avoid these service disruptions we request that cancellations be made at least twenty-four hours in advance.

A cancellation is considered late if it is made less than two hours before the start of your pick up window.

## PENALTIES

- Penalties will only be assessed after an investigation into the matter.
- Penalties will only be assessed for passengers who engage in a pattern or practice of no-shows within their control.
- The MTA reserves the right to suspend anyone from the service for cause at any time.

## SERVICE DISRUPTIONS

The MTA has put in place policies in order to better facilitate transportation for all passengers. These policies are intended to help make transportation more available and to keep the service running on time. Penalties will not be assessed for unavoidable cancellations, such as illness or emergency.

